



STATE OF MONTANA
DEPARTMENT OF ADMINISTRATION
INFORMATION TECHNOLOGY SERVICES DIVISION



Brian Schweitzer
Governor

Chief Information Officer

Advisory

DECEMBER 29, 2010

TO: DISTRIBUTION

SUBJECT: REVIEW OF STATEWIDE POLICY: VOICE MENU SERVICE

The following draft policy instrument has undergone scheduled review, and has been updated to shorten the format:

Statewide Policy: Voice Menu Service (ENT-TEL-101)

The instrument is available for review at the [Enterprise Information Systems Policy Instruments](http://itsd.mt.gov/policy/policies/Asset_Usage/assetusagedomain.mcp) webpage, "Asset Usage" sub-page at http://itsd.mt.gov/policy/policies/Asset_Usage/assetusagedomain.mcp.

Formal voice mail classroom training is not required under this policy, and will no longer be offered by the voice mail system administrator.

In lieu of formal classroom training, the State Information Technology Services Division (SITSD) provides online self-training to all voice mail users at:

<http://itsd.mt.gov/voicemail/>

Direct any questions or concerns to the **Policy Manager** at [ITSD Service Desk](http://servicedesk.mt.gov/ess.do) (at <http://servicedesk.mt.gov/ess.do>), or email to ITPolicy@mt.gov, or mail to:

PO Box 200113
Helena, MT 59620-0113
(406) 444-2700
FAX: (406) 444-2701

This policy falls under the provisions of the Montana Information Technology Act ([§2-17-233](#), and [§2-17-518, MCA](#)).

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Advisory Disposition: Retain original for Record.

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